

Attorney Docket No. SIEB017-01US



9/1/02
11-502
PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of John Coker et al.

Serial No.: 09/866,878

Examiner: Nguyen Ba, Hoang Vu A

Confirmation No.: 4488

Art Unit: 2122

Filed: 05/30/2001

For: **SYSTEM AND METHOD FOR SMART SCRIPTING CALL CENTERS AND CONFIGURATION THEREOF (AS AMENDED)**

RECEIVED

Commissioner for Patents
Washington, D.C. 20231

OCT 31 2002
Technology Center 2100

AMENDMENT/REPLY

In response to the Official Action dated July 29, 2002, please amend the above-identified patent application in the following manner.

IN THE TITLE:

Please change the title to: -- "SYSTEM AND METHOD FOR SMART SCRIPTING CALL CENTERS AND CONFIGURATION THEREOF." --.

IN THE ABSTRACT OF THE DISCLOSURE:

Please delete the original Abstract of the Disclosure and substitute therefor the new Abstract of the Disclosure that is attached to this Amendment on a separate sheet.

IN THE SPECIFICATION:

A. Please replace the paragraph starting on page 10, line 9 and ending on page 10 line 10 with the following:

---Figure 3 is a flow chart illustrating the flow paths of a scripted customer interaction, in the case of a call to a potential buyer of a pager.---

09866878

10/30/2002 SDEB01 00000060 501283

336.00 CH
162.00 CH

01 FC:1201
02 FC:1202



Attorney Docket No. SIEB017-01US

2122 #
PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of John Coker et al.

Serial No.: 09/866,878

Examiner: Nguyen Ba, Hoang Vu A

Confirmation No.: 4488

Art Unit: 2122

Filed: 05/30/2001

For: **SYSTEM AND METHOD FOR SMART SCRIPTING CALL CENTERS AND
CONFIGURATION THEREOF (AS AMENDED)**

Commissioner for Patents
Washington, D.C. 20231

RECEIVED

OCT 31 2002

TRANSMITTAL OF DOCUMENTS Technology Center 2100

Enclosed are the following documents:

- ☒ **Amendment/Reply**
- ☒ **Request for Approval of Drawing Amendments with
Amended Figs.: 2, 3a, 3b, 9 and 10**
- ☒ **Postcard**

and the payment of the following fees:

<input checked="" type="checkbox"/>	Additional Independent Claim Fee (4x84.00)	336.00
<input checked="" type="checkbox"/>	Additional Claims (9x18.00)	162.00
Total Fee due:		\$498.00

The Commissioner is hereby authorized to charge the fee of \$498.00 and any other appropriate fees under 37 C.F.R. §§1.16, 1.17, and 1.21 that may be required by this paper, and to credit any overpayment, to Deposit Account No. 50-1283.

Dated: 10/29/02

**Cooley Godward LLP
One Freedom Square
Reston Town Center
11951 Freedom Drive
Reston, Virginia 20190-5656
Phone: (703) 456-8000
Fax: (703) 456-8100**

Respectfully submitted,
COOLEY GODWARD LLP

By:

Steven R. Olsen
**Steven R. Olsen
Reg. No. 48,174**